

Receipt

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PATENT
Attorney Docket No.: 19852-000110US

Assistant Commissioner for Patents
Washington, D.C. 20231

On December 13, 2000

TOWNSEND and TOWNSEND and CREW LLP

By: Arista A. Marinac



#4

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

SCOTT L. WILLIAMS et al.

Application No.: 09/662,858

Filed: September 13, 2000

For: **TECHNIQUES FOR
MONITORING USER
ACTIVITIES AT A WEB SITE
AND FOR INITIATING AN
ACTION WHEN THE USER
EXITS FROM THE WEB SITE**

Examiner: Unassigned

Art Unit: Unassigned

**REQUEST FOR CORRECTED
FILING RECEIPT**

Assistant Commissioner for Patents
Office of Initial Patent Examiner
Customer Service Center
Washington, D.C. 20231

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OIP/JSWS

Sir:

Attached is a redline corrected copy of the official Filing Receipt received from the Patent and Trademark Office in the above-noted application for which issuance of a corrected filing receipt is respectfully requested.

There is an error in the filing date of the application. The correct filing date should read as follows:

September 13, 2000

In support of the correction of the filing date of the application, attached are the following documents:

- 1) A copy of the Stamped Postcard.

The postcard clearly indicates a **mail date of September 13, 2000**. The USPTO has stamped an incorrect date on the postcard.

- 2) A copy of the Application Transmittal filed along with the application.

The Application Transmittal contains a Certificate of Express Mail stating that the application corresponding to **Attorney Docket No. 19852-000110US** was posted using **Express Mail Label No. EL630576274US** and deposited with the U.S. Postal Service on **September 13, 2000**. The Certificate has been signed by Ron Anton, an employee of Townsend and Townsend and Crew LLP.

- 3) A copy of the Tracking/Confirmation screen printout from the United States Post Office website for Express Mail Label No. EL630576274US

The Tracking/Confirmation printout clearly shows that the express mail package with **Express Mail Label No. EL630576274US** was picked up by the USPS on **September 13, 2000** from the Palo Alto, CA post office center.

The documents listed above clearly show that the application was filed on September 13, 2000. The correction is not due to any error by applicant and no fee is due.

Respectfully submitted,

S. B. Kotwal

Sujit B. Kotwal
Reg. No. 43,336

TOWNSEND and TOWNSEND and CREW LLP
Two Embarcadero Center, 8th Floor
San Francisco, California 94111-3834
Tel: (650) 326-2400
Fax: (650) 326-2422
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WASHINGTON, D.C. 20231
www.uspto.gov

| APPLICATION NUMBER | FILING DATE | GRP ART UNIT | FIL FEE REC'D | ATTY. DOCKET NO. | DRAWINGS | TOT CLAIMS | IND CLAIMS |
|--------------------|-------------------------------------|--------------|---------------|--------------------|----------|------------|------------|
| 09/662,858 | 09/15/2000 09/13/2000 | 2176 | 690 | 19852- 000110US | 11 | 41 | 7 |

20350
TOWNSEND AND TOWNSEND AND CREW
TWO EMBARCADERO CENTER
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SAN FRANCISCO, CA 94111-3834



FILING RECEIPT



OC000000005538907

Date Mailed: 11/08/2000

Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the PTO processes the reply to the Notice, the PTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

Applicant(s)

Scott L. Williams, San Francisco, CA ;
John D. Chisholm, Menlo Park, CA ;

Continuing Data as Claimed by Applicant

THIS APPLN CLAIMS BENEFIT OF 60/154,257 09/16/1999

Foreign Applications

If Required, Foreign Filing License Granted 10/31/2000

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** SMALL ENTITY **

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Title

Techniques for monitoring user activities at a web site and for initiating an action when the user exits from the web site

Preliminary Class

707

10/15/00 10:00 AM
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09 NOV 16 04 53 PM

Data entry by : YOSEPH, LETEYESUS

Team : OIPE

Date: 11/08/2000



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Title 35, United States Code, Section 184
Title 37, Code of Federal Regulations, 5.11 & 5.15**

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PLEASE NOTE the following information about the Filing Receipt:

- The articles such as "a," "an" and "the" are not included as the first words in the title of an application. They are considered to be unnecessary to the understanding of the title.
- The words "new," "improved," "improvements in" or "relating to" are not included as first words in the title of an application because a patent application, by nature, is a new idea or improvement.
- The title may be truncated if it consists of more than 600 characters (letters and spaces combined).
- The docket number allows a maximum of 25 characters.
- If your application was submitted under 37 CFR 1.10, your filing date should be the "date in" found on the Express Mail label. If there is a discrepancy, you should submit a request for a corrected Filing Receipt along with a copy of the Express Mail label showing the "date in."
- The title is recorded in sentence case.

Any corrections that may need to be done to your Filing Receipt should be directed to:

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PATENT APPLICATION
FILING ACKNOWLEDGMENT

SEP 28 2000

Mail Date: September 13, 2000 Atty: SBK/km Application Filed: Herewith
Atty Dkt: 19852-000110US Application Serial No.: Unassigned
Certificate of Express Mail No.: EL 630 576 274 US

Inventor(s): Scott L. Williams and John D. Chisholm

Title: TECHNIQUES FOR MONITORING USER ACTIVITIES AT A WEB SITE
AND FOR INITIATING AN ACTION WHEN THE USER EXITS FROM
THE WEB SITE

No. Pages of Application Transmittal (in duplicate) - 2

No. Pages of Title Page - 1

No. Pages of Description - 18

No. Pages of Claims - 10

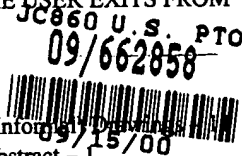
No. Pages Assignment Recordation Cover Sheet (in duplicate) - 2 No. Pages Assignment - 3

No. Pages of Combined Declarations & Power of Attorneys - 4

No. Pages of Verified Statement Claiming Small Entity - 1

Return Post Card

Please stamp the date of receipt of the enclosed documents and return this card to addressee PA 3096168 v1



Customer No. 20350
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San Francisco, California 94111-3834
(650) 326-2400



Attorney Docket No. 19852-000110US

"Express Mail" Label No. EL 630 576 274 US

ASSISTANT COMMISSIONER FOR PATENTS
BOX PATENT APPLICATION
Washington, D.C. 20231

Date of Deposit: September 13, 2000

I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above, addressed to:

Sir:

Transmitted herewith for filing under 37 CFR 1.53(b) is the

- ☒ patent application of
☐ continuation patent application of
☐ divisional patent application of
☐ continuation-in-part patent application of

Box Patent Application
Assistant Commissioner for Patents
Washington, D.C. 20231

By: Ron Anton

Inventor(s)/Applicant Identifier: SCOTT L. WILLIAMS et al.

For: TECHNIQUES FOR MONITORING USER ACTIVITIES AT A WEB SITE AND FOR INITIATING AN ACTION WHEN THE USER EXITS FROM THE WEB SITE

☒ This application claims priority from each of the following Application Nos./filing dates:
60/154,257, filed September 16, 1999, the disclosure of which is incorporated by reference.

Enclosed are:

- ☒ 1 page of the Title Page
☒ 18 page(s) of specification
☒ 10 page(s) of claims
☒ 1 page of Abstract
☒ 11 sheet(s) of ☐ formal ☒ informal drawing(s).
☒ 2 pages of an Assignment Recordation Cover Sheet (in duplicate)
☒ 3 pages of an Assignment of the invention to CustomerSat.com, Inc.
☒ 4 pages of ☒ signed ☐ unsigned Declarations & Power of Attorneys
☒ 1 page of a verified statement to establish small entity status under 37 CFR 1.9 and 37 CFR 1.27 ☒ is enclosed ☐ was filed in the prior application and small entity status is still proper and desired.

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| | (Col. 1) | (Col. 2) |
|-------------------------------------------------------------|-----------|-----------|
| FOR: | NO. FILED | NO. EXTRA |
| BASIC FEE | | |
| TOTAL CLAIMS | 41 - 20 | = 21 |
| INDEP. CLAIMS | 7 - 3 | = 4 |
| <input type="checkbox"/> MULTIPLE DEPENDENT CLAIM PRESENTED | | |

* If the difference in Col. 1 is less than 0, enter "0" in Col. 2.

SMALL ENTITY

| RATE | FEE |
|--------------|----------|
| | \$345.00 |
| x \$9.00 = | \$189.00 |
| x \$39.00 = | \$156.00 |
| + \$130.00 = | |
| TOTAL | \$690.00 |

OTHER THAN SMALL ENTITY

| RATE | FEE |
|--------------|----------|
| | \$690.00 |
| x \$18.00 = | |
| x \$78.00 = | |
| + \$260.00 = | |
| TOTAL | |

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- ☒ Filing fee \$690.00
☒ Any additional fees associated with this paper or during the pendency of this application.
☐ The issue fee set in 37 CFR 1.18 at or before mailing of the Notice of Allowance, pursuant to 37 CFR 1.311(b)

- ☐ A check for \$_____ is enclosed.
1 extra copy of this sheet is enclosed.

Respectfully submitted,
TOWNSEND and TOWNSEND and CREW LLP

Telephone:
(650) 326-2400

Facsimile:
(650) 326-2422

S. B. Kotwal
Sujit B. Kotwal
Reg No.: 43,336
Attorneys for Applicant



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delivery status

You entered EL630576274US

Your item was delivered at 6:48 am on September 15 in WASHINGTON DC 20231.

Here is what happened earlier:

- September 15 2:04 am ARRIVAL AT UNIT 20096
- September 13 11:33 pm ENROUTE SAN FRANCISCO CA 94128
- September 13 12:01 am ACCEPT OR PICKUP PALO ALTO CA 94301

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